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TO USPTO  
FAX 571-273-8300  
DATE 2 July 07  
SUBJECT 10/606, 683

Amendment After Final  
Ex. Gauthier  
Art Unit 2614

Pages including this cover sheet 10

PTO/SB/21 (04-07)

Approved for use through 09/30/2007. OMB 0651-0031

U.S. Patent and Trademark Office, U.S. DEPARTMENT OF COMMERCE

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<b>TRANSMITTAL FORM</b>  (to be used for all correspondence after initial filing)	Application Number	10/606,683	
	Filing Date	June 26, 2003	
	First Named Inventor	Hughes	
	Art Unit	2614	
	Examiner Name	Gauthier	
Total Number of Pages in This Submission	9	Attorney Docket Number	AUS820030326US1

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ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input checked="" type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement  <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Reply to Missing Parts/ Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers  <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD	<input type="checkbox"/> After Allowance Communication to TC <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Other Enclosure(s) (please identify below):
Remarks Amendments to form of computer program claims.		

## SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name			
Signature	<i>Andrea Pair Bryant</i>		
Printed name	Andrea Pair Bryant		
Date	July 2, 2007	Reg. No.	28,191

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**AUS920030326US1**

**10/606,683**

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**JUL 02 2007**

In re Application of: Hughes, et al.  
Serial No.: 10/606,683  
Filing Date: June 26, 2003  
Group Art Unit: 2645  
Examiner: Gerald Gauthier  
For: **METHOD FOR PERSONALIZING  
COMPUTERIZED CUSTOMER SERVICE**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT AFTER FINAL**

Sir:

Responsive to the Office Action of May 3, 2007 please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of Claims which begins on page 2 of this paper.

Remarks begin on page 6 of this paper.

Response to 3 May 2007 Office Action

Page 1 of 6  
2 July 2007